



Employer Update

A Publication from the Arizona State Retirement System

FALL 2010

ASRS Enrollment Process Goes Green! New Web Application for Online Enrollment Replaces Paper Forms

The ASRS has completed a long-anticipated upgrade to the secured portion of the website for employers. The driving force behind the new structure of the employer portion of the website is the introduction of a new online application. In addition to the Online Contribution Reporting System, ASRS has introduced Online Enrollment. This new application takes the existing Enrollment Form and transforms it to an online process. You should begin using this now.

Here are some of the benefits of the new process.

Less paper, more green. By eliminating the need for a paper form, there is a savings in paper, printing, and faxing or mailing costs associated with the old paper Enrollment Form.

Enhanced processing for employers. Because the enrollee completes and submits their own demographic information electronically, the data is entered into the system immediately rather than after ASRS staff have entered the information. This is a more secure, faster method than the old, paper Enrollment Form process.

Tracking and reconciliation now available. By moving the enrollment process online, the employer gains the ability to track new enrollees and pull reports to determine whose contributions have started without a completed enrollment. By reducing the number of member accounts with missing and inaccurate data, the employer can identify issues so they may be resolved immediately rather than years later.

Paving the way for future enhancements. With the upgrade of the secured employer side of the ASRS website comes the ability to offer additional online applications in the future. Now, both contribution reporting and enrollment are electronic processes. Business in general is moving electronic and away from paper. ASRS is now able to join in this migration with the intent to enhance the quality of its relationship with you, our employers, while maintaining appropriate security and safety of member information.

Online Enrollment is up and running, and all employers must begin using this new process instead of submitting the paper forms. In the coming months, ASRS will be providing additional resources to assist employers with the transition.

Getting Started with Online Enrollment: Understanding Employer Roles

The first step to using Online Enrollment is establishing a Designated Employer Administrator. This is done with the "ASRS Online Applications Initial Authorization and Designation Form."

Administrator

The Administrator is the primary contact for the employer web account and is responsible for designating a Manager for each application, Contribution Reporting and Online Enrollment. The Administrator may assign and remove roles from application Managers as well as create and deactivate users.

Once an Administrator has been designated for your employer, any change to this designation should come from an authorized approver. The approvers are designated on the ASRS Online Applications Initial Authorization and Designation Form in the second section. Without an authorized approver, Employer Rela-

tions will not make any requested change to the Administrator role without contact with someone of authority within the employer.

Online Enrollment, continued on page two

Inside

Online Enrollment, cont'd.....	2
FAQ: LTD Claim Packets.....	2
New Online Tools.....	2
Online Enrollment, cont'd.....	3
2010 Employer Conference.....	3
Employees on Military Call-Up.....	3
Contacting the ASRS.....	4
Retiree Health Insurance.....	4

Online Enrollment, *continued from page one*

Once the Administrator has been designated, this person can register the employer account. Once registration is complete, the Administrator can begin assigning roles to other users as well as themselves.

Application Managers

There are two online applications: contribution reporting and enrollment. Each application must have one Manager. The Manager has the ability to administer Specialist roles to other users.

Depending on the structure of the employer, there may be a different Manager for each application, or there may be one person who has the Manager role for both applications. However, there may only be one user with the

Manager role for each application.

Application Specialists

The Manager may create new user accounts and assign them the Specialist role within a specific application. An unlimited number of Specialists may be created for each application within an individual employer account. Specialists do the actual processing for each application.

Web User

In addition to the work of the two applications, there may be users within an employer account who just need access to the secured area of the employer website in order to download forms. For instance, the Long Term Disability (LTD) forms are not available on the

public part of the website.

Each employer may have an unlimited number of Web Users. The Administrator or application Managers may create Web Users. The difference between a Specialist and a Web User is that a Web User does not have any roles assigned to them for either of the two applications.

Because there are more than 700 ASRS employers, the structure of the secure employer accounts contains these layers. This allows each employer to decide how to manage access to the employer account. In some cases there may be one person who has every role. In other employers, there may be a different person in each of the top three roles, plus numerous Specialists.

Online Enrollment, continued on page three

FAQ: Long Term Disability Claim Packet Timeline

One of the benefits of being an ASRS member is the Long Term Disability Program. Here are a few common questions, and answers:

When should the employee be provided a claim packet? When the employee has been out for about two months.

Why provide the packet so early when there is a 6-month waiting period? If you wait too long, the employee's benefits will be delayed. It typically takes about 90 days to process a claim, but a mere 90 seconds to close a claim. If in doubt, it's better to give the employee the claim packet than to wait to see if they still need LTD after a longer period of time.

If my employee's condition is permanent or terminal, do I still wait two months to give them the claim packet? No, the two-month mark is just a guideline. In that type of situation, it is preferable to provide the packet as soon as possible to the employee. ■

New Online Tools ASRS Member Webinars & Employer Tutorials

The ASRS is pleased to announce a new opportunity for members to participate in online meetings!

The ASRS has long offered "Know Your Benefits" meetings to our members in person. Now, ASRS members can participate in this meeting online via a new webinar! "Know Your Benefits" provides an overview of the ASRS and a summary of the many benefits you have as a member. Through this one-hour webinar, members can participate right from their computer. You'll see and hear from one of our Benefit Advisors, follow along with a slide presentation and have the opportunity to email questions in real time. Check our website for more details under the Interactive Center tab at the top of the homepage.

Coming soon, employers will have access to brief, online tutorials to provide step-by-step instructions on a number of topics. Employer Relations will notify employers when these tutorials are available on the ASRS website. Stay tuned! ■



Online Enrollment, *continued from page two*

Employer Regions

As part of the structure of the Online Enrollment application, each employer must set up a region, for which a code will be generated. It is necessary for each employer to have at least one region, and additional regions may be created, if desired.

Just as the administration of the employer web account has layers, Online Enrollment allows employers to create multiple regions to allow each employer to create a structure that mirrors the employer structure.

Regions are not necessarily geographic.

For example, a school district may want to establish separate regions for certified and classified enrollees, a college may desire a separate region for separate campuses or departments, and a large employer may wish to divide the workload and create a separate region for each of its online enrollment Specialists. It's up to the employer to decide how the account should be structured.

Enrollment Process

The process of enrolling in ASRS, from start to finish, is simple. First, the employer provides a URL (web address) to the new enrollee, along with the appro-

priate region code. The employee visits the web address, enters the region code, and selects the employer from a list of ten (nine are randomly generated).

The employee fills out the same kind of demographic information that is on the old, paper Enrollment Form, and submits it to the website.

The enrollment Specialist logs in, finds the new enrollee and reviews the information. Then the Specialist provides the membership date, checks a box asserting the employee is eligible, and submits the enrollment data to ASRS.

Contact us if you need extra assistance transitioning to Online Enrollment. ■

2010 Employer Conference

Each year your ASRS Employer Relations team conducts a series of meetings in Phoenix, Tucson, and in locations around the state to bring you current, relevant information regarding legislation, forms, processes, and other issues you need to know about as an ASRS employer member.

The Employer Conference meetings were held throughout August and September. This year we added an additional meeting in Flagstaff and in Yuma, and increased the total number of meetings. We held live demonstrations of the Online Enrollment application and created a review session for the end of the meeting.

With the feedback we received, we'll be busy making next year's even better. Thank you to all of our attendees, Online Enrollment volunteers, Sedgwick representative Barry O'Dowd, and all of the ASRS staff who assisted with the conference! ■

When Your Employee is Called Up to Active Military Duty

Active members of the ASRS who are called up to military duty are eligible to receive service credit and have the employer pay both the employer and employee contributions for up to 60 months if they return to the employer within 90 days of honorable discharge or die while in service.

This provision includes:

- The 1-90 day period between the date of discharge and the return to work
- Up to two years for a hospitalization or convalescence occurring during/because of the military service
- One year for a disability that results in the employee being unable to return to work

The maximum amount of service credit that an employee may receive is 60 months for any combination (e.g., 3 years active duty plus 2 years hospitalization from injuries; 4 years active duty plus one year disability). Survivors of a member out on military call-up may

apply for the service credit on behalf of the deceased member.

If the employer pays the member leave payments during the call-up, contributions and payroll deductions should be paid on these payments. The contributions will be subject to a refund for those members who return within the stipulated 90 days. If the employee is on unpaid leave, do not send estimated contributions. The ASRS will not calculate the contributions due until the employee has met the criteria to receive the service credit. Improperly submitted contributions must be returned.

When your employee returns from military duty, they will need to submit a copy of the DD-214 to provide the dates of the call-up as well as proof of an honorable discharge. The employer completes the Military Call-Up Form and sends it to ASRS. At that time, ASRS will calculate the contributions due and send the employer an invoice.

More information can be found in section 5 of the Employer Manual. ■



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ASRS Offices Closed for Furlough in FY 2011:

Friday, November 26
Thursday, December 23
Friday, June 10

Health Insurance for ASRS Retirees and LTD Recipients Open Enrollment is Here

The annual ASRS open enrollment for calendar year 2011 begins on Monday, October 25 and continues through Friday, November 19. The effective date of the ASRS coverage is January 1, 2011. During this time, retirees have the opportunity to review benefit selections, whether from the ASRS, their former employer, or through private insurance and make informed decisions about the coverage they wish to have for the coming calendar

year. Presentations have been scheduled throughout Arizona from October 25 to November 19, 2010, with the ASRS Member Services Division and insurance representatives to discuss their health insurance and benefits programs. Please refer to the ASRS website for locations, dates and times. The 2011 Open Enrollment Guide is a valuable resource and can also be viewed at the ASRS website. ■

Premium Benefit: Your Role as Employer

There are two ways in which the Premium Benefit may be applied to a Retiree or Long Term Disability (LTD) member's medical/dental costs. In this article, we will refer to retirees and LTD members as "recipients."

Six Month Reimbursement Program

This program requires that the employer submit an ASRS Reimbursement of Medical and/or Dental Cost Form. This form will reimburse the recipient for their out of pocket cost associated with their health care premiums. There are two times per year when this form may be submitted: July, which covers January through June, and January, which covers July through December. This form should be used if the recipient is a Return To Work (RTW) Retiree on active insurance, LTD member on active insurance, or a dependent on active insurance. This occurs when a recipient elects to be covered by an active member's insurance and the insurance is part of an ASRS employer sponsored plan for active employees.

Once this form is submitted, the ASRS Health Insurance Premium Benefit Accounting Department will process the form and a check will be sent directly to the recipient. This process may take up to 60 days to complete.

The reimbursement form has been revised and is now available on the secured employer portion of the website. Older versions of this form will not be accepted beginning July 2011. If the recipient remains on the employer's sponsored plan for retired employees, including COBRA, the Premium Benefit Authorization should be used instead of the reimbursement form.

Premium Benefit Authorization

This program requires the employer to submit a completed ASRS Health Insurance Premium Benefit Authorization Form. This will allow the ASRS to determine the amount of Premium Benefit that will be sent to the employer each month on the recipient's behalf. This authorization form does not enroll or dis-enroll the recipient from the actual coverage (which is done by the employer).

With this program the Premium Benefit amount is sent to the employer on or about the middle of each month. Along with a check, the employer receives an HI0460 report which breaks down, by recipient, the dollar amount to be applied to the recipient's health care monthly premiums.

For additional questions please contact Employer Relations or the HI Premium Benefit Accounting department at (602) 240-2009. ■